

**Recap of July 21, 2004, Meeting
Government Access and Information Committee
12:00pm Room 206 County/City Building**

Attendees: *Gwen Thorpe, Shannon Ideus, Trish Owen, Brian Pillard, Doug Thomas, Terry Lowe, Don Herz*

Approval of Minutes,

There was no quorum this month so the meeting minutes from May and June were both held over for approval. No one at the meeting had any requested modifications.

Statistics

NT Server;

We had over 500,000 more hits in June than May on the NT server, it was the highest month in our history. We had almost 8.3 million hits on the NT box. The Register of Deeds images were double what they have ever been and because of this Doug has asked Chris Plock to research the hits to see if someone tried some type of a robot to download all of the images. Typically, Deeds runs between 40,000-45,000 per month and they were over 100,000 this month. Chris is going to try and identify the source of the hits. The NT hits for Public Works were high and the traffic cam hits are also higher this month.

Multiprise Hits;

Multiprise hits were at the second highest total ever in June. Back in October of 2003, we had right at 1.6 million hits and this month we were right at 1.5 million hits. The County Treasurer and Register of Deeds both had all time highs during the month of June. The County Treasurer had almost 100,000 hits and they typically are in the 50,000-60,000 range. Deeds hits were up slightly to 219,959. June was the second highest month for Deeds, there were 220,000 back in March of 2004. June totals were the third all time high for the County Assessor and an all time high for Animal Control.

Image Hits;

On image hits, as noted above, the Register of Deeds numbers were very high. The IMS server had a second highest month in total hits.

CJIS;

There was an all time high for the CJIS system of 215,000 hits. There was an all time high of over 27,000 hits on Accident Reports.

Statistically, things seemed to have bounced back from previous months.

ePayments,

In June, there was a total of \$57,000 in ePayments collected which is up \$10,000 from May. If you look back to June 2003, there was only a total of \$41,000 collected so we continue to see growth in this are. There is a year to date total of \$898,000 gross collected and a net of \$879,000.

Wells Fargo is having us go through a different process on tax collections. Instead of using Versign we have to use their service called EPOS. We have been working with their people in Arkansas and Chris has run a couple of tests using this program. As soon as we are done with our testing, Event Parking will probably be put into production the first week in August.

We should begin to see an increase in ecommerce next month because tax payments are due August 1 and Wells Fargo has not made us increase the \$30 convenience fee yet because they did not get

us the EPOS information in a timely manner. Terry Adams hopes that the lower dollar payments will be more attractive to make because the fee maybe less? However, with the current \$30 fee, those who make the larger payments, feel it is worth it due to the benefits given to them from their credit card company. We'll have to see if we get smaller accounts paid using cards, to make up for the people that won't want to pay it on a % basis? There will probably be a drop in dollars collected and a drop in the number of users. The average payment over the last couple months is about \$1,200 - \$1,500. At \$1,200 the 2 1/2 percent versus \$30 is a wash. Many payments are made on the last possible day so there is still a large number of payments collected/posted the month after the due date. The changes to ePayment is costing us staff time, recoding the engine, making it work with their technology. These changes are raising the questions as to whether we are spending our money wisely. They do offer a service that the County may want to consider because it uses four cards, they do have IVR components, and the only locked in percentage is on taxes but the rest is a flat fee.

We are doing a demo for Event Parking and it is ready to be put into production. The fee on this is \$.53 and will be built into their payment schedule. This initially will involve football parking and is only for City owned garages.

Secured Sign-on;

Yesterday the neighborhood association had an official task force meeting. In the next two weeks the secured registration process will be available. Initially, this will only affect Event Parking. So if you want to go back later and see what slots you reserved it will show you. Applicant Tracking is going to be demonstrated on Thursday and as soon as we get the on-line registration done, this will allow applications to track their applications. The Applicant Tracking program will extract information from the profile into the application so you do not have to type your name, address, etc.

The Action Center component will be phased in as departments make their information available. What we said was in two months we will have a container to put information into and we will deploy the first phase of it with basically pull down boxes with the kinds of things you can complain about with a service request and when you hit the button it will be routed to the correct office(s) and let you know which departments it involves. It will give them a request number so that they can check the status of the complaint. When and if the material comes in on all of the laymans terms there will be a system to add them to. We are not waiting for all of this material to be completed before we release ACTION, we are going to release it so that they can immediately start picking the problem areas out and routing them to the right departments. Each department will be notified by email and they will be able to set up their own tables, I.S. will not have to administer it. As status of complaints change, if they want to be notified about status changes and they have gone through the registration process and notified us of their email, we can send them an message about the change. Currently, Police is the only department that Doug has received information from. The system will allow them to add more as they want. This will be fully self administered by department staff. I.S. is building the technology and the departments are administering the availability of information themselves. A phased in approach will be used. The ACTION Center is used for complaints or service requests. The neighborhood association agrees that part of this component will be to help educate the public and try to avoid unnecessary questions. This will also include links to the LES and Aquila sites. If a question arises about power or gas, we will display a message saying that the City/County Government does not take care of this but here is a link to the company that does. Having the layman terms and the process for making a complaint or when a complaint is made, will help inform the public if they will be responsible for further action to process the complaint or if there will be some type of waiting period after a complaint is made for someone to rectify the problem. The tracking of the complaint is a problem with Public Works. Sometimes when something is reported, a department goes out to talk to the requestor and then there is a certain period of time

before any action is done. Hopefully, the information given will help shed light in these instances.

Keyword Search;

The keyword search initial tables are done, but have not been put into production yet because there are only 90 keywords in the database and we are not seeing a lot of use of the new facility by the web assistants. We have emailed the web assistants manuals and other information on how to use the keyword database. There are a couple of issues related to the web and web assistants such as the calendars not being updated, so Terry would like to schedule a half day work shop at Cherry Creek to go over these issues. Committee members encouraged Terry to schedule this meeting. An agreement was to set a goal not later than mid to end of September to have this in production. This type of workshop needs to have the support of the managers so it will be necessary to notify them that this type of meeting is necessary to get the keyword search working. We have set up a database and we have set primary keywords for each department. The good thing about this engine is that if you pick a keyword out that is not replicated a lot it takes you right to the page. Terry and Chris have discussed making their best guess for each department and agency, put the keyword in and the target where it was suppose to go. Public Works has done a lot of work on keywords but on some of the pages it is hard to come up with a narrative to put in the description. Terry would like to at least get the keywords in and leave the narrative out for now. It was suggested that after a meeting with the web assistants and there are keywords are in the database, that Terry and Chris email the web assistants on a monthly basis reminding them to try and get the narrative information in. Part of the problem on getting this implemented is that people are busy so it is hard to fit this into their schedules but they should be encouraged not to let it drop. These reminders probably need to come from CIC because I.S. does not really have the authority to "tell" the web assistants to do something, all we can do is provide them with the technology to do it. Part of the current problem is having CIC manning the web and Dave is on vacation so it takes a long time to get things done and even when he comes back it will still take time for a response because he is just one person to handle the requests of several departments.

Terry and Chris are going to do their best job of thinking in terms of "If I were a citizen, what would I like to know and what are the most common words I would use." The web assistants do not know the details of every division in their department. Public Works has scheduled meetings so that Shannon can show the divisions the information they have posted on their web pages. Some of the information that has not been updated will be removed if its dated information. An idea suggested was having the web assistants for each department print off the web pages for the various divisions, schedule a meeting with the divisions and ask what they would like to do about the information. Another suggestions was to solicited from each division including what their top 10 keywords would be and where they would like them to point to. Unfortunately, the work done by the web assistants is still looked upon by managers as not as important as their other work.

Next Meeting,

August 18, 2004